

## FINN MOBILE Terms & Conditions

1. Newly registered, current, and port-in postpaid customers can apply for this FINN MOBILE service from today until further notice.
2. FINN MOBILE is a new digital service which customer can conveniently subscribe to packages through an online system on [finnmobile.io](http://finnmobile.io)
3. Customers must choose the preferred package and pay for the service fee upon purchasing when the invoice regarding the first time usage has been issued. For the following months, customers shall be notified of service fees 15 days prior to the due date.
  - 3.1. Customer agrees to pay for service fees within the due date and that any late payment may result in service suspension and cancellation of promotion and/or discount from FINN MOBILE without prior notice.
4. Service fee rates for FINN MOBILE package (excludes Vat 7%) are per the following;
  - 4.1. For newly registered and current postpaid Customers
    - Package 'FINN BASIC' with privileges for each billing cycles:
      - Lump sum minimum payment of 259 baht per month
      - Free calls to any network for 0 minutes call for each month
      - Free usage of data at full speed (up to 100 Mbps) for 20 GB
      - Unlimited data usage at 20 Mbps
      - Unlimited SMS sending
    - Package 'FINN ESSENTIAL' with privileges for each billing cycles:
      - Lump sum minimum payment of 299 baht per month
      - Free calls to any network for 200 minutes call for each month
      - Free usage of data at full speed (up to 100 Mbps) for 30 GB
      - Unlimited data usage at 20 Mbps
      - Unlimited SMS sending

- Package 'FINN EXTREME' with privileges for each billing cycles:
    - Lump sum minimum payment of 329 baht per month
    - Free calls to any network for 600 minutes call for each month
    - Free usage of data at full speed (up to 100 Mbps) for 60 GB
    - Unlimited data usage at 20 Mbps
    - Unlimited SMS sending
  
  - Package 'FINN INFINITE' with privileges for each billing cycles:
    - Lump sum minimum payment of 749 baht per month.
    - Unlimited free calls to any network
    - Unlimited data usage at full speed (up to 100 Mbps)
    - Unlimited SMS sending
- 4.2. FINN MOBILE customers can use LINE Messenger services, namely LINE calls, LINE video chats in Thailand free of data charge. Using LINE Messenger services abroad do not warrant customers the same privilege.
- 4.3. FINN MOBILE reserves the right to change promotion and/or discount as it sees fit.
- 4.4. Excess call is charged at 0.99 THB/minute.
- 4.5. Customers can purchase a data topping as below.
- Full speed data topping:
    - 40 baht, get additional data usage at full speed (up to 100 Mbps) for 5 GB per bill cycle
    - 60 baht, get additional data usage at full speed (up to 100 Mbps) for 10 GB per bill cycle
    - 100 baht, get additional data usage at full speed (up to 100 Mbps) for 20 GB per bill cycle
  
  - Free calls to any network topping:
    - 60 baht, get additional free call to any network for 100 mins per bill cycle
    - 150 baht, get additional free call to any network for 300 mins per bill cycle
    - 220 baht, get additional free call to any network for 600 mins per bill cycle

- 4.6. No MMS service provided for all packages
- 4.7. FINN MOBILE customers are not applicable to subscribe services below.
  - Additional services which includes registering for News, other Entertainment content and discount via SMS/USSD
  - Services such as voting and donation via SMS/USSD will also be unavailable.
  - Special number 1900xxx xxx
- 4.8. If FINN MOBILE customer refer friends to use FINN MOBILE service by using a code from FINN MOBILE application or through a specific channel as stated on FINN MOBILE website for new subscriber to register for FINN MOBILE service, both the customer and friend who got referred will receive a special discount of 10 THB for every new referral registered. This special discount will apply in the next billing cycle and will be revoked if the friend's service got suspended or terminated FINN MOBILE services. The maximum amount of discount is equal to the monthly charge for the current package only. Discount cannot be transferred into cash, use as a discount for the next billing, or use as a discount to others
5. Unused free calls, excluding premium number service, cannot be carried over to the next billing cycle. The unused free calls, excluding premium number service, are not refundable nor eligible for cash transfer.
6. Customer who applies for or cancels his/her package during a billing cycle will have his/her service fees calculated in accordance to these promotion details
7. Subscription bill cycle starts when SIM delivery is completed.
8. This FINN MOBILE promotion is applicable for 5 subscriptions per person per ID card only
  - 8.1. For each subscription, customer will receive 1 SIM card which is manufactured in People's Republic of China (PRC) and imported by True Move H Universal Communication Co., Ltd. with registered office at No. 18 True Tower, Ratchadapisek Road, Huai Khwang Subdistrict, Huai Khwang District, Bangkok Metropolis 10310, Thailand at no additional cost.
  - 8.2. Customers can request for SIM card replacement in case of loss or damaged SIM card via FINN MOBILE application or call 02-202-8585 (toll free).

8.3. Customers must complete KYC verification on [finnmobile.io/activate](https://finnmobile.io/activate) when receiving the SIM card.

## 9. Credit Limit

9.1 Credit limit is in accordance with the agreement agreed in the contract, which will have a default setting of 3000 baht per number. However, increasing or decreasing the limit can be made only with the express consent of customers. However, during the process of verifying the accuracy of the customers personal information, the service provider has the right to change the limit as the service provider deems appropriate.

9.2 In the event that the service fee of the customers at any time exceeds the credit limit specified by service provider. The service provider has the right to temporarily suspend the service. The service provider will notify the customers in advance when the service fee is nearly reached the credit limit setting by the customers. The service provider will notify the service user according to the approval of the committee. Customers can use the service further within the credit limit.

9.3 In the event that the service fee has already reached the full credit limit. If the customer requests an extension of credit limit and the service provider agrees to allow the customer to continue using the service. It shall be deemed that the customer requests to exceeds the credit limit and such consent shall be deemed to be temporary only.

9.4 If the customers defaulted on payment for more than the two consecutive bill cycles. The service provider reserves the right to adjust the service fee limit as the service provider deems appropriate.

9.5 The credit limit does not include international roaming fee.  
(International Roaming: IR)

10. FINN MOBILE internet services with EDGE/3G/4G technology is brought by Service Provider for convenience of Network customers. The service may have some limitations in certain locations or certain periods of time. The speed of 3G/4G technology usage depends on the service area, number of service users, connecting devices and the set-up of devices, which means each time service is not always with the continuous maximum speed. The movement of connecting devices might also temporarily affect data transmission and data transmission technology. Customers are encouraged to study usage instructions in full detail.
11. The FINN MOBILE package is for personal usage only. Not for commercial usage purposes such as usage for internet café, game center or call center. Not for reselling/ rental purposes for profit or huge and continuous information transfer that affect other customers such as usage for Bittorrent or usage with electronic devices that need to connect for continuous huge data. If Bittorrent usage is detected, the Company will terminate Bittorrent usage automatically.
12. In case of the Company finds out or suspects that customers are downloading and/or uploading huge size files or any other usage with huge and continuous information transfer out of normal personal usage manner, using service in the manners that affect service provided or generate unfairness, creating damages, or effect other customers' usage and/or Network or overall Company's service providing experience, the Company has the right to appropriately manage the Network to maintain overall service level and help overall customers for most effective usage. The Company can adjust packages or limit customer usage and/or mobile internet speed as deemed appropriate. In this incident, the Company might reduce service speed lower than specified in the package details.
13. Service Provider does not encourage or is related to the case of customers using FINN MOBILE services in violation of laws or terms of service in any form. If a Service Provider finds out or has received complaints on such actions, the Service Provider reserves the right to immediately terminate service provided without prior notice.
14. International calls, roaming services, audio text, premium number service and other promotion services beyond the privilege mentioned above including but not limited to other charges such as package change fee, and Service Providers' download fees are not included in service fee rates in 2. Customers must study terms and conditions of each Service Provider in full details before all service applications.

15. Service rate fees are subject to 7% VAT.
16. Customers who are eligible to apply for this package must hold active service status and are not in temporary suspended service status.
17. Customers must study terms and conditions, service rate fees, settings and internet service area. The speed of FINN MOBILE internet is dependent on service time period, density of service users and quality of connecting devices. In the case of data roaming usage, service rate fees will depend on Foreign Service Providers.
18. Thai or Thai-with-English SMS, 70 characters are counted as one SMS. English SMS of 160 characters are counted as one SMS. In the case of SMS characters exceeding limits above, it will be counted as another new SMS. Recipients might receive single or separate SMS, depending on the device's capability. For symbols or special characters, character counts will be calculated differently due to system technical limitations.
19. The package is under Service Provider's terms and conditions. Customers can learn more about FINN MOBILE terms and conditions at [finnmobile.io](http://finnmobile.io). FINN MOBILE reserves the right to cancel and/or adjust this package as deemed appropriate. FINN MOBILE will notify customers in case of any changes.
20. Special privilege for this package is limited to individual communication only. Commercial use in any form that is prohibited by law including using the service for voice over IP (VOIP) is not allowed. Should there be any breach of this condition the operator has the right to suspend or terminate the service and revoke all promotions related to this package and customer will be billed in a normal rate according to an actual usage
21. When using FINN MOBILE packages, customers understand that the service is provided by True Move H Universal Communication Co., Ltd.
22. FINN MOBILE customer agrees to be bound by the mobile service contract between himself and True Move H Universal Communication Co., Ltd.
23. FINN MOBILE customers agree to pay for the service fees through digital channels provided by FINN MOBILE, namely but limited to Rabbit LINE Pay, Internet/mobile banking, a credit card gateway.
24. Customers can learn more about the service and manage his mobile service experience via FINN MOBILE application or call for more information at 02-202-8585 (toll free).

25. Service provided by True Move H Universal Communication Co., Ltd. No. 18 True Tower, Ratchadapisek Road, Huai Khwang Subdistrict, Huai Khwang District, Bangkok Metropolis 10310, Thailand (Tax ID: 0105553045044)
26. Terms and conditions is as an addition to the standard contract Therefore, in addition to the service conditions specified in this issue. The use of mobile phone service of the customers must be subject to standard contract regulations which customers can check standard contracts at [https://finnmobile.io/th/standard\\_contract](https://finnmobile.io/th/standard_contract)

